

Post Offices in Outer Delhi

5117. SHRI SAJJAN KUMAR: Will the Minister of COMMUNICATIONS be pleased to state the total number of Gram Panchayats in outer Delhi area where the facility of post offices have not been provided and the steps being taken by the Government to provide this facility at the earliest?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): There are 79 Gram Panchayat villages in the Union territory of Delhi which have no post office at present. The question of opening of post offices in these villages was examined but no justification was found under the existing norms.

[English]

Villagers Help to Terrorists

5128. SHRI S. B. SIDNAL: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether attention of the Government has been drawn to the news item captioned "Rajasthan villagers providing help" appearing in "Hindustan Times" dated July 30, 1991;

(b) if so, the details thereof; and

(c) the action taken by the Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI M.M. JACOB): (a) to (c). Information is being collected and will be laid on the Table of the House.

News Item Captioned "Pak Wants UN Role in Kashmir"

5129. SHRI S.B. SIDNAL: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether attention of the Government has been drawn to the news item captioned "Pak wants UN role in Kashmir" appearing in "The Hindustan Times" dated July 10, 1991; and

(b) if so, the reaction of the Government thereto and the steps taken thereon?

THE MINISTER OF EXTERNAL AFFAIRS (SHRI MADHAVSINH SOLANKI): (a) Yes, Sir.

(b) The State of Jammu and Kashmir is an integral part of India. The only issue that remains to be resolved is the vacation by Pakistan of the territory illegally occupied by it. In terms of the Simla Agreement all differences between India and Pakistan are to be resolved peacefully through bilateral negotiations. There is no role for UN or third party intervention in this matter.

[Translation]

Talks with Pakistan on Trade and Cultural Programmes

5130. SHRI YASHWANTRAO PATIL: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government propose to hold any talks with Pakistan on trade and exchange of cultural programmes; and

(b) if so, the details thereof?

THE MINISTER OF EXTERNAL AFFAIRS (SHRI MADHAVSINH SOLANKI): (a) and (b). Some measures to expand cultural

exchanges and bilateral trade were discussed and agreed upon at the last meeting of the India-Pakistan Joint Commission in July 1989. To carry the process further, Government have been pressing Pakistan to convene another meeting of the Joint Commission and its Sub-Commissions. While eventually, in December 1990, Pakistan agreed in principle to do so, it has been reluctant to actually schedule the meetings.

[English]

Payment of Telephone Bills

5131. SHRI DATTATRAYA BANDARU:
SHRI CHETAN P.S. CHAUHAN:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Mahanagar Telephone Nigam Ltd., Delhi is forcing the subscribers to pay the bi-monthly telephone bills before due dates;

(b) if so, the reasons therefor; and

(c) the action proposed to be taken by the Union Government in this regard?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. Mahanagar Telephone Nigam Limited is not forcing the subscribers to make payments of the bills before due date.

(b) and (c). The question does not arise in view of (a) above.

Best Telephone Operator Award

5132. SHRI PRATAPRAO B. BHONSLE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Limited has recently instituted 'Best Telephone Operator Award'; and

(b) if so, the details of the scheme?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) A broad outline of this Award is given in the statement enclosed.

STATEMENT

Best Telephone Operator Award

With a view to further improve the quality of service offered at Manual Trunk (National/International) and Special Services Exchanges it is proposed to introduce shortly a new scheme wherein the performance of the Telephone Operators in respect of their response to customers with regard to courtesy, politeness and helpful attitude will be adjudged and the best operator will be suitably rewarded.

2. Under this scheme, the performance of the telephone operator will be monitored through a microprocessor controlled automatic recording system that will monitor an operator's conversation without her knowledge. This microprocessor will be so timed that the operators conversation is recorded for 3 minutes in each set on tapes alongwith details of date, time and position numbers. These recorded cassettes will be listened by the juries who will categorise the operators in 5 categories i.e. very good, good, not bad, poor and very bad. Based on the recommendations of the juries the award will be given to the very courteous operators. These will be awarded on monthly basis. These will then be evaluated by an eminent panel of jury for courtesy, politeness, promptness and above all helpful attitude to the customer.